

**Proforma I**  
**BUREAU OF INDIAN STANDARDS**  
**(Branch Office)**  
**REPORT OF INVESTIGATION OF PRODUCT QUALITY COMPLAINT AT**  
**COMPLAINANT END**

Our Ref: Date: 14/06/2024

Subject: Complaint Against M/s Hisense India Pvt. Ltd

1. Complaint against: M/s Hisense India Pvt. Ltd, Corporate Office, 21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313

2. Licensee under: CRS Scheme, BIS HQ

a. GENERAL

i. Complaint No. & Date: O-17266 Dated : 07-03-2024

ii. Name & Address of Complainant: Shri.SM Ramesh, No.71, I floor, 4th main road, AECS Layout II stage, Sanjaynagar, Bangalore 560094.

iii. Name & Address of recipient of material (if different from ii)- same as above

iv. Product and IS No. Product: LED TV (R-66001333), IS 616:2017 “Audio, video and similar electronic apparatus - Safety requirements (Fifth Revision)”

v. Nature of Complaint (highlight specific shortcomings): As informed by the complainant ,M/s Hisense has given various versions and specifications for the model of LED TV purchased by complainant, confusing the customers and the complainant. Also they refused to provide user manual as confirmed by the complainant.

During the complaint investigation it was informed by the complainant that TV model which he has purchased is working differently with OTT and Set top Box. There are differences in audio level and pixels while operation of TV model with OTT and set top Box and the company has not informed this anywhere in the product related information. He also informed that M/s Hisense technician has confirmed the same to him.

vi. Licence No. (R-66001333)

b. DETAILS OF INVESTIGATION

i. Place & Date of Investigation: 14/06/2024 No.71, I floor, 4th main road, AECS Layout II stage, Sanjay Nagar, Bangalore 56009

ii. Persons contacted: SM Ramesh

iii. Details of product: (R-66001333) model no.65A7H, IS 616:2017

iv. Date of purchase: 16.07.2023 (Purchased Online from Amazon. Invoice attached)

v. Total Quantity purchased: 1 piece

vi. Quantity under complaint: 1 piece

vii. Source of purchase and details of Bill / Cash Memo (copy of such

document may be collected, if available) : 16.07.2023 (Purchased Online from Amazon. Invoice attached)

viii. Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics: As informed by the complainant, Hisense Technician, Mr Govindraj, visited the customer on 20 Nov 2023 and they themselves have admitted that there is problem in this TV. He checked and informed that the TV model which he has purchased is working differently with OTT and Set top Box. There are differences in audio level and pixels while operation of TV model with OTT and set top Box. (Comparison submitted by complainant attached)

ix. Is product under Warranty/ : Any service contract? : 2 years warranty (copy attached)

x. Action taken by the licensee for redressal of the complaint (if any, till

date) [Details of such communication shall be obtained] : As confirmed by the complainant Hisense is not responding. As confirmed by the complainant Hisense is not ready to take it back.

xi. Whether complainant seeks redressal in the form of repair or replacement of the product under complaint: As informed by the complainant, he wants Hisense to take back the TV because it is not as per the specifications and wants back the full amount of TV.

#### c. INSPECTION OF MATERIAL UNDER COMPLAINT

i. Is material ISI Marked or not? :Product is under compulsory registration scheme. Marked with R no as well as registration mark.(photo attached)

ii. Whether ISI Mark Genuine or spurious : NA . Marked with R no as well as registration mark.(photo attached)

iii. Details of Markings on the product : Brand name :Hisense. For Markings on the Box - photo attached)

iv. Condition of packing/storage : The TV was under operation and placed on table in living room area.

v. Visual Examination : Pictures taken during visit attached.

vi. Observations in respect of a iii : Pictures of marking on the product and Box attached.

vii. Result of testing at complainant end, if done (attach sheet if necessary) : As informed by the complainant ,the product was tested by Hisense Technician ,Mr Govindraj, visited the customer on 20 Nov 2023 and they themselves have admitted that there is problem in this TV. He checked and informed that the TV model which he has purchased is working differently with OTT and Set top Box. There are differences in audio level and pixels while operation of TV model with OTT and set top Box. (Comparison submitted by complainant attached). On being asked for service report, the complainant informed that the technician has not provided any such document.

#### d. TESTING

i. Whether sample drawn for independent testing, : NO

ii. If yes, details of sample drawn for independent testing,: NA

iii. Test request ref. & date :NA

iv. Laboratory to which sent : NA

v. Date on which despatched to Lab by self/complainant/BO : NA

vi. Any other information relevant to the complaint: The complainant has informed that he has already filed a case against Hisense in consumer court and is awaiting for the verdict.

3. CONCLUSIONS: The grievances of the complainant are duly noted. Licensee end investigation is required:

- i) To substantiate the details of interactions complainant had with the licensee.
- ii) To know the details of the case from licensee view point.
- iii) To further process the case towards redressal of the complaint and corrective action required, if any.

4. RECOMMENDATIONS: In view of the above, Registration department is requested to carry out licensee end investigation.

Name of IO : Vinodini Kishore

Designation : Sc D

BO/Dept. : BNBO

HBNBO

HCRS

CC: CMED